

MASSACHUSETTS WORKFORCE DEVELOPMENT SYSTEM

# Mass Workforce Issuance

**100 DCS 23.100.1**

☒ **Policy**   ☐ **Information**

**To:** Chief Elected Officials  
Workforce Development Board Chairs  
Workforce Development Board Directors  
Title I Administrators  
Career Center Directors  
Title I Fiscal Officers  
DCS Operations Managers

**cc:** WIOA State Partners

**From:** Alice Sweeney, Director  
Department of Career Services  
  
Richard Jeffers, Director  
Department of Unemployment Assistance

**Date:** November 21, 2017

**Subject:** **Reemployment Services and Eligibility Assessment (RESEA) Policy and Procedures Manual - Updated**

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**Purpose:** To notify Local Workforce Development Boards, One-Stop Career Center Directors, and other local workforce partners of the updated RESEA Policy and Procedures Manual to ensure consistency in administering the RESEA Program and that staff comply with the policy and procedures of the Program.

**Background:** The Unemployment Insurance (UI) Program provides a core service in the comprehensive, integrated workforce system by providing temporary financial assistance to eligible workers during periods of unemployment. The reemployment needs of UI claimants and the prevention and detection of improper UI payments are addressed through the UI RESEA Program. Both activities are high priorities for the U.S. Department of Labor's Department of Employment and Training Administration (ETA) as well as, the Commonwealth of Massachusetts.

The UI RESEA Program provides claimants an entry point to a full array of services available at One-Stop Career Centers (OSCC), also known as American Job Centers (AJCs) and ensures that claimants comply with all UI eligibility requirements. Individuals filing UI claims are active job seekers, who through the

state's UI RESEA Program, are made aware of a variety of available reemployment services and are referred to services that are appropriate. The RESEA eligibility review is a key part of the UI program for integrity purposes. The Commonwealth of Massachusetts is in full support and shares the national vision and framework for providing increased and improved Reemployment Services (RES) to UI claimant customers.

The RESEA grant is an integral part of Massachusetts reemployment services strategy for UI claimants. By integrating REA with the Reemployment Services (RES) Program, the Commonwealth ensures that each RESEA participant has access to the full menu of services offered by the One-Stop Career Centers, thereby decreasing the amount of time it takes for the RESEA customer to return to work.

**Policy:** Compliance with the Federal-State UI RESEA Program is an integral part of ensuring that job seekers adhere to the UI eligibility requirements. Policy and procedures for administering the UI RESEA Program must be adhered to in order to ensure integrity of the program.

**Action**

**Required:** All Career Center staff, in particular, those working with the RESEA population must be provided a copy of this issuance.

In response to the Massachusetts Consolidated Review, there were items brought to our attention that needed additional focus. Please pay particular attention to:

1. RESEA UI Eligibility Assessment Questionnaire ([MWF Policy Issuance 100 DCS 23.105](#))
2. The UI requirement regarding referrals to additional services, follow up on those services and the UI feedback loop for those who fail to participate/attend.

All previous copies of the RESEA Policy and Procedures Manual must be discarded and replaced with the current version. The Manual can be viewed and printed from MassWorkforce at <https://www.mass.gov/service-details/career-center-seminars-and-resea> under the heading *RESEA Information* and copies can be ordered using Order No. 232B.

**Effective:** Immediately

**Inquiries:** Please email all questions to [PolicyQA@MassMail.State.MA.US](mailto:PolicyQA@MassMail.State.MA.US). Also, indicate Issuance number and description.

**Attachment:** RESEA Policy and Procedures Manual  
<https://www.mass.gov/media/1702246/>

**References:** [Unemployment Insurance Program Letter No. 03-17](#) (December 8, 2016)